

Modified	Modified By	Office	Region	County	Summary	Inquiry Description	Zip Code	Area	Week Number	Date
2/25/2014 15:32	Petersen, Dain	Weslaco	3	Hidalgo	Customer had a valid TX ID	General Information	78596	DL Office	7	2/12/14
4/2/2014 11:55	Buitron, Anabel	Weslaco	3	Hidalgo		Had other form of ID	78596	DL Office	14	4/2/14
2/28/2014 16:30	Crosley, Ava	Edinburg	3	Hidalgo	Inquiring whether the Dallas SW office will be open 03/01/2014 to issue election id certificates. Verified with Nancy at sta 110, the office will be open 03/01/14 from 10am-2pm. Address given.	General Information	78542	DL Contact Center	9	2/28/14
2/28/2014 8:41	Castor, Ana					Had other form of ID		DL Office	9	2/28/14
2/7/2014 8:44	Jaime, Anna	Crystal City	3	Zavala	Pedro Contreras came into the office on 1/28/2014 around 4:00pm inquiring about the EIC for his friends and was concerned with how much it cost. I went over all requirements and informed him that the card has no cost. He informed me that he will have them co SERGIO SIFUENTEZ CAME INTO THE OFFICE AND WANTED TO APPLY FOR AN EIC. I WENT OVER THE REQUIREMENTS AND DISCOVERED HE HAD A VALID ID, WHICH HE LOST. I DID LET HIM KNOW THAT HE CAN REPLACE IT FOR \$11.00. Id # 13404462	General Information	78839	DL Office	5	1/28/14
4/29/2014 16:10	Jaime, Anna	Crystal City	3	Zavala	Mrs. Rena Belle Bowles came in to the Lubbock Drivers License office to obtain a Texas Election ID. After advising Mrs. Bowles and her daughter that it would only be used for voting purposes only, they decided to apply for a Texas ID. APPLICANT CAME INTO OFFICE TO GET A VOTER ID CARD, BUT HE ALREADY HAD A DL THAT WAS NOT EXPIRED MORE THAN 60 DAYS. APPLICANT HAD AN EXPIRED DL MORE THAN 60 DAYS, BUT DID NOT BRING IN DOCUMENTS TO VERIFY U.S. CITIZENSHIP Customer had a valid Texas Driver License	Had other form of ID	78839	DL Office	18	4/29/14
2/19/2014 12:03	Leon-Guerrero, Amy	Lubbock	5	Lubbock	After advising Mrs. Bowles and her daughter that it would only be used for voting purposes only, they decided to apply for a Texas ID. APPLICANT CAME INTO OFFICE TO GET A VOTER ID CARD, BUT HE ALREADY HAD A DL THAT WAS NOT EXPIRED MORE THAN 60 DAYS. APPLICANT HAD AN EXPIRED DL MORE THAN 60 DAYS, BUT DID NOT BRING IN DOCUMENTS TO VERIFY U.S. CITIZENSHIP Customer had a valid Texas Driver License	Chose to get ID	79401	DL Office	8	2/19/14
3/1/2014 10:45	McGee, Angelika	Dallas - Southwest	1A	Dallas		Doesn't meet ID Policy	75237	DL Office	9	3/1/14
3/1/2014 11:20	McGee, Angelika	Dallas - Southwest	1A	Dallas	Customer did not have her birth certificate with her and stated she had no way to get it. Brought in her expired DL (exp 2007) and voter registration card only. Customer came into the office wanting an Election Certificate. Customer did not meet ID Policy. Customer is a Naturalized citizen, he had a copy of the certificate of naturalization. He had a DL on file over 2 yrs. I let him know how to obtain an ID o Michael Jennings inquired about ways for his 90yo, blind, deaf father to have proper identifications for voting purposes. Mr. Art Henery Rutledge will try to have a homebound visit in order to acquire a state id card. CUSTOMER CAME IN ASKING ABOUT THE VOTING ID HE SAW ON THE TV. I ASKED IF HE HAD ANY OF THE ID FORMS THAT WOULD DISQUALIFY HIM, HE DID NOT. WHEN I TOLD HIM WHAT HE NEEDED HE DID NOT HAVE HIS PROOF OF CITIZENSHIP. HE ALSO SAID HE WAS LOOKING AT SOMETHING TH Just needed to register to vote. Had DL. Applicant wanted to vote. Lost his current drivers license. Already had voter registration card. ID card was made. Customer applied for a Texas State ID instead. Customer came into office did not have proper documents (copy of birth certificate)	Doesn't meet ID Policy	75237	DL Office	9	3/1/14
2/21/2014 16:52	Ramon, Asiria	Laredo	3	HIDALGO		Had other form of ID	78599	DL Mobile Station	8	2/21/14
2/25/2014 16:40	Rodriguez, Belinda	Garland DL Center	1A	Dallas	Applicant did not have her birth certificate with her and stated she had no way to get it. Brought in her expired DL (exp 2007) and voter registration card only. Customer came into the office wanting an Election Certificate. Customer did not meet ID Policy. Customer is a Naturalized citizen, he had a copy of the certificate of naturalization. He had a DL on file over 2 yrs. I let him know how to obtain an ID o Michael Jennings inquired about ways for his 90yo, blind, deaf father to have proper identifications for voting purposes. Mr. Art Henery Rutledge will try to have a homebound visit in order to acquire a state id card. CUSTOMER CAME IN ASKING ABOUT THE VOTING ID HE SAW ON THE TV. I ASKED IF HE HAD ANY OF THE ID FORMS THAT WOULD DISQUALIFY HIM, HE DID NOT. WHEN I TOLD HIM WHAT HE NEEDED HE DID NOT HAVE HIS PROOF OF CITIZENSHIP. HE ALSO SAID HE WAS LOOKING AT SOMETHING TH Just needed to register to vote. Had DL. Applicant wanted to vote. Lost his current drivers license. Already had voter registration card. ID card was made. Customer applied for a Texas State ID instead. Customer came into office did not have proper documents (copy of birth certificate)	Doesn't meet ID Policy	78043	DL Office	9	2/25/14
2/26/2014 12:10	Krizan, Amy					Doesn't meet ID Policy	75041	DL Office	9	2/26/14
4/24/2014 17:58	Torres, Alejandro	El Paso - Gateway	4	El Paso	Doesn't meet ID Policy	79915	DL Office	17	4/24/14	
2/19/2014 16:33	Weems, Amber M	Weatherford	1B	Parker	General Information	76086	DL Office	8	2/19/14	
2/25/2014 16:12	Zalesny, Ashley	Killeen	6B	Bell	CUSTOMER CAME IN ASKING ABOUT THE VOTING ID HE SAW ON THE TV. I ASKED IF HE HAD ANY OF THE ID FORMS THAT WOULD DISQUALIFY HIM, HE DID NOT. WHEN I TOLD HIM WHAT HE NEEDED HE DID NOT HAVE HIS PROOF OF CITIZENSHIP. HE ALSO SAID HE WAS LOOKING AT SOMETHING TH Just needed to register to vote. Had DL. Applicant wanted to vote. Lost his current drivers license. Already had voter registration card. ID card was made. Customer applied for a Texas State ID instead. Customer came into office did not have proper documents (copy of birth certificate)	Doesn't meet ID Policy	76541	DL Office	9	2/25/14
2/15/2014 10:15	Petroski, Barbara					Lake Worth	1B	Tarrant	Had other form of ID	76135
2/24/2014 15:28	Petroski, Barbara	Lake Worth	1B	Tarrant	CUSTOMER CAME IN ASKING ABOUT THE VOTING ID HE SAW ON THE TV. I ASKED IF HE HAD ANY OF THE ID FORMS THAT WOULD DISQUALIFY HIM, HE DID NOT. WHEN I TOLD HIM WHAT HE NEEDED HE DID NOT HAVE HIS PROOF OF CITIZENSHIP. HE ALSO SAID HE WAS LOOKING AT SOMETHING TH Just needed to register to vote. Had DL. Applicant wanted to vote. Lost his current drivers license. Already had voter registration card. ID card was made. Customer applied for a Texas State ID instead. Customer came into office did not have proper documents (copy of birth certificate)	Doesn't meet ID Policy	76135	DL Office	9	2/24/14
2/28/2014 17:10	Ramirez, Belen	Weslaco	3	Hidalgo		General Information	78596	DL Office	9	2/28/14
2/27/2014 16:55	Toran, Betty	Piano	2B	Collin	Customer called in to ask how to obtain EIC. Answered questions and then directed to DPS website. Decided to renew TX Permit Had valid Texas DL.	Doesn't meet ID Policy	75023	DL Mobile Station	9	2/27/14
2/11/2014 14:39	Arpero, Claudia					DL Contact Center		7	2/11/14	
2/24/2014 7:28	Fisher, Cheri	Fort Worth	1B	Tarrant	Customer called in to ask how to obtain EIC. Answered questions and then directed to DPS website. Decided to renew TX Permit Had valid Texas DL.	Had other form of ID	75023	DL Office	8	2/22/14
2/15/2014 11:48	Godinez, Cynthia					Had other form of ID	76133	DL Office	7	2/15/14
2/27/2014 9:03	Guillory, Candice	INQUIRE ON THE EXPIRATION DATE OF AN ELECTION CERTIFICATE AND WHAT IS USED FOR.	3	REAL	Had other form of ID	Had other form of ID	78873	DL Customer Support	9	2/27/14
2/18/2014 21:56	Nowlin, Cristina					General Information		DL Mobile Station	8	2/18/14

Rodriguez
EXHIBIT NO. 82
Kim Seibert

2/24/2014 18:25	Nowlin, Cristina	3	Real	Customer had a valid TX Driver License and did not wish to disclose her information. She did not want to surrender her License to get an EIC.	Had other form of ID	78873	DL Mobile Station	9	2/24/14
2/21/2014 9:12	Ortega, Carlos Jr	4	Brewster	Alpine #403: Sylvia Vega with tax office called DL office and wanted to know who would be eligible for a voter card. Leandra, CSR, went over policy that if they already had an ID or DL, passport or other acceptable photo ID, they would not be eligible for	General Information	79831	DL Office	8	2/20/14
2/25/2014 8:29	Ortega, Carlos Jr	4	Brewster	Alpine #403 2:00 pm: Customer came in office with note that read EIC and Driver License office, like someone wrote where he needed to go. The customer came in with another person and was needing information on how to obtain an EIC. CSR was not able to loc	General Information	79831	DL Office	9	2/24/14
2/26/2014 13:03	Ortega, Carlos Jr	4	Brewster	Alpine #403 4:20 pm, customer inquiring about EIC. He wanted to know if the EIC had a picture and how long it would take to come in and if it was the same as an ID, CSR explained that EIC was for voting purposes only. CSR gave information on how to obtain	General Information	79831	DL Office	9	2/25/14
2/28/2014 16:05	Ortega, Carlos Jr	4	CROCKETT	A customer telephoned the Weslaco office inquiring about finding a way to get an EIC mobile unit to the city of Falfurrias. It was explained that the Alice Driver License is scheduled to go to Falfurrias every Thursday from 9:00 a.m. to 4:00 p.m. and that	Had other form of ID	76943	DL Mobile Station	9	2/28/14
2/12/2014 11:12	Segundo, Carolina	3	Hidalgo	CUSTOMER HAD DL THAT WAS EXPIRED OVER 2 YEARS. HE DID NOT WANT AN ID CARD. HE STATED THAT HE WANTED AND ELECTION ID. HE DID NOT HAVE THE TWO DOCUMENTS WITH FULL ADDRESS ON THEM. THE ELECTION ID WAS NOT PROCESSED. HE WENT HOME TO GET THE OTHER DOCUMENT F	General Information	78596	DL Office	7	2/12/14
3/10/2014 11:06	Seaton, Cheri	6B	Bell	Customer came in to ask about the EIC card but does not qualify due to have a current DL	General Information	76502	DL Office	11	3/10/14
2/25/2014 15:32	Petersen, Dain	3	Hidalgo	CUSTOMER WENT AHEAD AND RENEWED HIS TXDL INSTEAD OF GETTING THE EIC	Doesn't meet ID Policy	78572	DL Office	9	2/24/14
3/7/2014 16:21	Wooten, Charity	2B	Brazoria	CUSTOMER WAS UNABLE TO BRING IN HER MARRIAGE LICENSE TO SHOW THE DIFFERENCE IN HER NAME FROM THE BIRTH CERTIFICATE TO HER SUPPORTING DOCUMENTS	Chose to get ID	77515	DL Office	10	3/7/14
3/7/2014 16:22	Wooten, Charity	2B	Brazoria	Applicant requesting information	Doesn't meet ID Policy	77515	DL Office	10	3/7/14
2/12/2014 9:11	Barber, David	4	Hudspeth	Applicant requesting information	General Information	79851	DL Mobile Station	7	2/11/14
2/12/2014 9:12	Barber, David	4	Hudspeth	One inquiry	General Information	79851	DL Mobile Station	7	2/11/14
2/13/2014 9:18	Barber, David	4	Hudspeth Co.	El Paso Co. Court House with SOS Representative	General Information	79851	DL Mobile Station	7	2/12/14
2/21/2014 9:12	Barber, David	4	El Paso	One of Ten	Had other form of ID	79904	DL Mobile Station	8	2/20/14
2/21/2014 9:14	Barber, David	4	El Paso	El Paso Co. Court House with SOS Representative	Had other form of ID	79904	DL Mobile Station	8	2/20/14
2/21/2014 9:15	Barber, David	4	El Paso	Two of Ten	Had other form of ID	79904	DL Mobile Station	8	2/20/14
2/21/2014 9:16	Barber, David	4	El Paso	El Paso Co. Court House with SOS Representative	Had other form of ID	79904	DL Mobile Station	8	2/20/14
2/21/2014 9:17	Barber, David	4	El Paso	Three of Ten	Had other form of ID	79904	DL Mobile Station	8	2/20/14
2/21/2014 9:18	Barber, David	4	El Paso	El Paso Co. Court House with SOS Representative	Had other form of ID	79904	DL Mobile Station	8	2/20/14
2/21/2014 9:19	Barber, David	4	El Paso	Four of Ten	Had other form of ID	79904	DL Mobile Station	8	2/20/14
2/21/2014 9:20	Barber, David	4	El Paso	Five of Ten	Had other form of ID	79904	DL Mobile Station	8	2/20/14
2/21/2014 9:21	Barber, David	4	El Paso	El Paso Co Court House with SOS Representative	Had other form of ID	79904	DL Mobile Station	8	2/20/14
2/21/2014 9:22	Barber, David	4	El Paso	Six of Ten	Had other form of ID	79904	DL Mobile Station	8	2/20/14
2/23/2014 10:51	Barber, David	4	El Paso	El Paso Co. Court House with SOS Representative	Had other form of ID	79904	DL Mobile Station	8	2/21/14
				Seven of Ten	Had other form of ID	79904	DL Mobile Station		
				El Paso Co. Court House with SOS Representative	Had other form of ID	79904	DL Mobile Station		
				Eight of Ten	Had other form of ID	79904	DL Mobile Station		
				El Paso Co. Court House with SOS Representative	Had other form of ID	79904	DL Mobile Station		
				Nine of Ten	Had other form of ID	79904	DL Mobile Station		
				El Paso Co. court house with SOS Representative	Had other form of ID	79904	DL Mobile Station		
				Ten of Ten	Had other form of ID	79904	DL Mobile Station		
				El Paso Co. Court House with SOS representative	Had other form of ID	79904	DL Mobile Station		
				One of Three	Had other form of ID	79904	DL Mobile Station		

2/23/2014 10:53 Barber, David	4	El Paso	El Paso Co. Court House with SOS representative Two of Three	Had other form of ID	79904	DL Mobile Station	8	2/21/14
2/23/2014 10:54 Barber, David	4	El Paso	El Paso Co. Court House with SOS representative Three of three	Had other form of ID	79904	DL Mobile Station	8	2/21/14
2/27/2014 17:17 Barber, David	4	Crockett		Had other form of ID	76943	DL Mobile Station	9	2/27/14
2/27/2014 17:18 Barber, David	4	Crockett		General Information	76943	DL Mobile Station	9	2/27/14
2/18/2014 17:11 Terrell, Dannette	5	archer	Did not produce enough identification	Had other form of ID	76351	DL Mobile Station	8	2/18/14
2/20/2014 19:43 Terrell, Dannette	5	Stephens	DL EXPIRED OVER 2 YEARS AND HAD NO OTHER IDENTIFICATION	Doesn't meet ID Policy	76424	DL Office	8	2/20/14
2/20/2014 19:46 Terrell, Dannette	5	Stephens		Doesn't meet ID Policy	76424	DL Office	8	2/20/14
2/20/2014 19:48 Terrell, Dannette	5	ARCHER	DID NOT HAVE ALL OF IDENTIFICATION NEEDED BUT DECIDED SHE WANTED TO GET TX ID INSTEAD.	Chose to get ID		DL Mobile Station	8	2/20/14
2/24/2014 16:58 Terrell, Dannette	5	ARCHER	DID NOT HAVE A CERTIFIED BIRTH CERTIFICATE AND FIRST NAME ON OTHER DOCUMENTS DID NOT MATCH BIRTH CERTIFICATE NAME	Doesn't meet ID Policy		DL Mobile Station	9	2/24/14
4/24/2014 12:59 Jennings, Debbie	68	McLennan	Customer wanted information	General Information	76705	DL Office	17	4/24/14
2/20/2014 11:55 Martinez, Denise	6A	Bexar	customer had question on the hours dl office was available for eic.	General Information	78240	DL Contact Center	8	2/20/14
2/8/2014 10:50 Ochoa, Denise	6A	Bexar	asking about renewal of dl	General Information	78240	DL Office	6	2/8/14
2/12/2014 8:11 Petersen, Dain	6A	Bexar	general drivers license information wanted	General Information	78240	DL Office	6	2/8/14
2/8/2014 11:27 Ochoa, Denise	6A	Bexar	phone call for information about changing address	General Information	78240	DL Office	6	2/8/14
2/8/2014 11:36 Ochoa, Denise			general information only	General Information		DL Customer Support	6	2/8/14
2/8/2014 11:37 Ochoa, Denise			drivers liscense information only	General Information		DL Contact Center	6	2/8/14
2/8/2014 11:52 Ochoa, Denise			wanting change of address information	General Information	78240	DL Customer Support	6	2/8/14
2/8/2014 12:04 Ochoa, Denise	6A	Bexar	address change information wanted	General Information	78240	DL Office	6	2/8/14
2/8/2014 12:42 Ochoa, Denise	6A	Bexar	wnatng driver testing information	General Information	78240	DL Office	6	2/8/14
2/19/2014 8:05 Petersen, Dain	3	Hidalgo	MOBILE EIC UNIT WAS SET UP AT THE UNIVERSITY OF PAN AM FROM THE WESLACO OFFICE. HAD 8 INQUIRIES FOR GENERAL INFORMATION ON VOTING OR VOTER CARDS AND INFORMATION ON EIC. ALL APPLICANTS HAD A DL/ID.	General Information	78542	DL Mobile Station	8	2/18/14
2/19/2014 8:06 Petersen, Dain	3	Hidalgo	MOBILE EIC UNIT WAS SET UP AT THE UNIVERSITY OF PAN AM FROM THE WESLACO OFFICE. HAD 8 INQUIRIES FOR GENERAL INFORMATION ON VOTING OR VOTER CARDS AND INFORMATION ON EIC. ALL APPLICANTS HAD A DL/ID.	General Information	78542	DL Mobile Station	8	2/18/14
2/19/2014 8:06 Petersen, Dain	3	Hidalgo	MOBILE EIC UNIT WAS SET UP AT THE UNIVERSITY OF PAN AM FROM THE WESLACO OFFICE. HAD 8 INQUIRIES FOR GENERAL INFORMATION ON VOTING OR VOTER CARDS AND INFORMATION ON EIC. ALL APPLICANTS HAD A DL/ID.	General Information	78542	DL Mobile Station	8	2/18/14
2/19/2014 8:07 Petersen, Dain	3	Hidalgo	MOBILE EIC UNIT WAS SET UP AT THE UNIVERSITY OF PAN AM FROM THE WESLACO OFFICE. HAD 8 INQUIRIES FOR GENERAL INFORMATION ON VOTING OR VOTER CARDS AND INFORMATION ON EIC. ALL APPLICANTS HAD A DL/ID.	General Information	78542	DL Mobile Station	8	2/18/14
2/19/2014 8:08 Petersen, Dain	3	Hidalgo	MOBILE EIC UNIT WAS SET UP AT THE UNIVERSITY OF PAN AM FROM THE WESLACO OFFICE. HAD 8 INQUIRIES FOR GENERAL INFORMATION ON VOTING OR VOTER CARDS AND INFORMATION ON EIC. ALL APPLICANTS HAD A DL/ID.	General Information	78542	DL Mobile Station	8	2/18/14
2/19/2014 8:08 Petersen, Dain	3	Hidalgo	MOBILE EIC UNIT WAS SET UP AT THE UNIVERSITY OF PAN AM FROM THE WESLACO OFFICE. HAD 8 INQUIRIES FOR GENERAL INFORMATION ON VOTING OR VOTER CARDS AND INFORMATION ON EIC. ALL APPLICANTS HAD A DL/ID.	General Information	78542	DL Mobile Station	8	2/18/14
2/19/2014 8:08 Petersen, Dain	3	Hidalgo	MOBILE EIC UNIT WAS SET UP AT THE UNIVERSITY OF PAN AM FROM THE WESLACO OFFICE. HAD 8 INQUIRIES FOR GENERAL INFORMATION ON VOTING OR VOTER CARDS AND INFORMATION ON EIC. ALL APPLICANTS HAD A DL/ID.	General Information	78542	DL Mobile Station	8	2/18/14
2/24/2014 7:16 Stanley, Debra	2B	Orange	Customer inquired about EIC, informed customer of requirements and gave printed documentation on policy and DL-14C. Customer did not have Birth Cert.	Doesn't meet ID Policy	77630	DL Office	8	2/21/14
2/27/2014 7:50 Stanley, Debra	2B	Jefferson		Doesn't meet ID Policy	77708	DL Office	9	2/26/14
3/3/2014 8:07 Stanley, Debra	2B	Jefferson		General Information	77708	DL Office	9	2/28/14
3/4/2014 7:45 Stanley, Debra	2B	Jefferson		Doesn't meet ID Policy	77708	DL Office	10	3/3/14

Applicant presented photocopy of the birth certificate. Had a previous TX Voter registration card and an out of state driver license that she did not want to surrender. She already registered online to renew the voter card. Came in to get an EIC - had a valid US Passport. CUSTOMER INQUIRING DID NOT QUALIFY FOR EIC DUE TO HAVING A VALID TEXAS ID. CUSTOMER CAME UP TO THE COUNTER STATING SHE NEEDED AN ID FOR HER HUSBAND TO GO VOTE. AFTER A FEW QUESTIONS, SHE STATED SHE ALSO NEEDED IT FOR OTHER THINGS AND I ADVISED HER THAT THE ELECTION CERTIFICATE CAN NOT BE USED FOR ANY OTHER PURPOSE OTHER THAN VOT Just requested information. Region 4 Andrews DL office EIC Inquiry Form would not allow us to enter Region or Office Customer stated he has residence in two states and would like to vote here in Texas. Customer was given the requirements for a Voter Identification but was unable to present a Birth Certificate. CUSTOMER: ISABEL YVONNE LOPEZ DOB: 11/12/1979 CUSTOMER WAS UNAWARE THAT ID WAS FOR ELECTION PURPOSES ONLY. CHOSE TO GET IDENTIFICATION CARD. Mom called about getting her 19yr old son an EIC card, instead she chose to get him a texas identification card. Tax office called and spoke to Supervisor Norman to get general information on obtaining an EIC card. APPLICANT HAD VALID TX ID IN THE SYSTEM He ask about the documents needed to get an EIC card Client requested general information reference requirements for free EIC card. Brownsville Office- client does not qualify for an free EIC card, because the customer doesn't have the proper Identification policy. Mrs. Holt called looking for an EIC station in the Temple area for her husband. Alturo Crespo came in but only had his voter registration card and no birth certificate. Thought this was a polling place Zavier Charvie Deandre Strother, DOB 07-09-1995; Wanted EIC for general identification use; was advised EIC use was limited to voting purpose only; chose not to get any ID document. customer asked question about EIC Request for general information concerning ID documents needed to get EIC. Just asking if he needed an EIC, he has a DL License not eligible, asking about options for identification that could be used for voting	6A 1B 1B 3	Leon Valley DL Center Fort Worth DL Center Fort Worth DL Center Alice	Bexar Tarrant Tarrant Jim Wells	Doesn't meet ID Policy Had other form of ID General Information Had other form of ID	78240 76120 76120 78332	DL Office DL Office DL Office DL Office	10 8 0 7	3/3/14 2/21/14 2/13/14
	3 1A 4	Alice Grand Prairie	Jim Wells Dallas Concho	Chose to get ID Had other form of ID General Information	78332 75051 76837	DL Office DL Office DL Mobile Station	8 9 6	2/19/14 3/1/14 2/3/14
	4	Andrews	Andrews	Doesn't meet ID Policy	79714	DL Office	10	3/4/14
	1B 1B	Lewisville Lewisville	Denton Denton	Doesn't meet ID Policy Had other form of ID	75067 75067	DL Office DL Office	8 8	2/22/14 2/22/14
	3	Laredo	Webb	Chose to get ID	78043	DL Office	9	2/26/14
	2B	Nacogdoches	Nacogdoches	Chose to get ID	75964	DL Office	7	2/13/14
	2B 2B 1B	Center Lufkin Fort Worth	Shelby Angelina Tarrant	General Information Had other form of ID Had other form of ID General Information General Information General Information General Information	75935 75904 76133 77379 76133 78520 78520	DL Office DL Office DL Office DL Customer Support DL Office DL Office DL Mobile Station DL Mobile Station	7 10 10 9 8 8 8 8	2/11/14 3/3/14 3/4/14 2/26/14 2/19/14 2/22/14 2/19/14 2/19/14
	2B 1B 3 3	Spring DL Center Fort Worth	Harris Tarrant Cameron Cameron	Doesn't meet ID Policy General Information Doesn't meet ID Policy Had other form of ID General Information	78520 78752 75218 75218	DL Mobile Station DL Contact Center DL Office DL Office DL Office	8 10 15 9 9	2/19/14 3/4/14 4/9/14 3/1/14 3/1/14
	6B 1A 1A	Austin - North (Closed) Dallas - East Dallas - East	Travis Dallas Dallas	General Information Chose to get ID General Information General Information General Information	76705 79316 75948 76048	DL Office DL Office DL Contact Center DL Mobile Station DL Contact Center DL Office	17 8 7 8 9 15	4/24/14 2/21/14 2/12/14 2/18/14 2/28/14 4/10/14

3/1/2014 12:50 Padilla, John	Leon Valley DL Center	6A	Bexar	Customer called to inquire information on our office hours.	General Information	78240	DL Office	0
3/1/2014 12:51 Padilla, John	Leon Valley DL Center	6A	Bexar	Customer called to inquire information on how to obtain a permit.	General Information	78240	DL Office	0
2/18/2014 8:20 Petersen, Dain	Garland DL Center	1A	Dallas	Customer's name did not match on DL and voter card. Came in to get EIC with name to match voter card. Customer will return next business day to change name on DL.	Had other form of ID	75041	DL Office	7 2/15/14
2/22/2014 12:18 Stevens, Kimberley	Garland DL Center	1A	Dallas	Customer will return at later date with birth certificate and marriage license.	Doesn't meet ID Policy	75041	DL Office	8 2/22/14
				applicant did not have birth certificate, TX DL expired in 2012, will return Monday with residency docs to apply for TX ID				
3/1/2014 12:35 Stevens, Kimberley	Garland DL Center	1A	Dallas	Applicant is an Alzheimer's patient. Her son brought her to get an EIC because he is trying to get her SS benefits and they told him	Doesn't meet ID Policy	75041	DL Office	9 3/1/14
3/1/2014 13:14 Stevens, Kimberley	Garland DL Center	1A	Dallas	Applicant had record of birth, will be back with birth certificate.	Doesn't meet ID Policy	75041	DL Office	9 3/1/14
2/26/2014 16:57 Sarabia, Leticia	Odessa	4	Ector	Individual did not have any documents on her to obtain EIC card. DL # 08817166 over 2 years expired.	Doesn't meet ID Policy	79763	DL Office	9 2/26/14
2/28/2014 17:36 Sarabia, Leticia	Crane	4	Crane	Customer wanted and ID to vote and for identification purposes as well and went with ID instead	Chose to get ID	79731	DL Office	9 2/28/14
4/8/2014 16:37 Sarabia, Leticia	Odessa	4	Ector	Customer dl was suspended and customer did not have a birth certificate with him.	Doesn't meet ID Policy	79763	DL Office	15 4/8/14
3/7/2014 12:10 Combs, Lee S	Gatesville	6B	Coryell		General Information	76528	DL Office	10 3/7/14
2/19/2014 18:04 Gutierrez, Leslie	Zapata	3	Zapata	Printed out information off of Texas.gov web site and issued copies of the DL-14c to 2 customers.	General Information	78076	DL Office	8 2/19/14
2/20/2014 17:32 Gutierrez, Leslie	Zapata	3	Zapata	COUNTY CLERK CAME IN FOR INFORMATION AND REQUESTED SOME APPLICATIONS.	General Information	78076	DL Office	8 2/20/14
2/28/2014 16:34 Gill, Lisa	Beeville	3	Bee	DID NOT MEET ID POLICY. WAS NOT ABLE TO PROVIDE A BIRTH CERTIFICATE TO GET AN ID. SAID THEY JUST NEEDED IT FOR VOTING. TOLD HER WE STILL NEEDED TO MEET IDENTIFICATION REQUIREMENTS. COMPLETED THIS FORM FOR ALYSSA LUNA/ HRLY EMPLOYEE	Doesn't meet ID Policy	78102	DL Office	9 2/28/14
				General questions on EIC and Personal ID costs and locations, I provided info to cust and also link but cust stated that did not provide the information that he needed:				
3/26/2014 8:05 Hodge, Lawn Ya				http://www.txdps.state.tx.us/DriverLicense/electionID.htm , cust then argued stating t	General Information		DL Contact Center	13 3/26/14
				CUSTOMER CAME IN TO RENEW DL AFTER SUSPENSION. WE RENEWED DL. AFTER TRANSACTION WAS COMPLETE, CUSTOMER ASKED WHAT SHE NEEDED TO DO TO VOTE AS FAR AS EIC WAS				
				CONCERNED. INFORMED CUSTOMER AT THIS TIME SHE IS NOT ELIGIBLE FOR EIC BECAUSE WE HAVE				
2/14/2014 13:45 Hale, Lacy L	Texarkana	1A	Bowie	ALREADY RENE	Had other form of ID	75503	DL Office	7 2/14/14
2/27/2014 15:59 Hale, Lacy L	Texarkana	1A	Bowie	CUSTOMER STATES SHE DIDN'T WANT TO FILL OUT PAPERWORK TO TRANSFER CDL TO TX, BUT WANTS TO VOTE IN TEXAS, SO SHE NEEDS EIC. DID NOT WANT TO SURRENDER AR CDL.	Doesn't meet ID Policy	75503	DL Office	9 2/27/13
				Customer came into office to apply for an EIC. I asked him for identification and he presented a valid TX driver license, a valid US passport and a voter card from Laredo. I explained to him that he would not qualify for an election certificate by the				
2/15/2014 10:42 Lopez, Laura (DLD)	San Antonio - District	6A	Bexar	Customer did not qualify due to had another form of ID.	General Information	78223	DL Office	7 2/15/14
3/3/2014 17:35 Lopez, Liza	Brownsville	3	Cameron	Customer interested in obtaining ID but already has a valid driver license.	Had other form of ID	78526	DL Office	10 3/3/14
2/8/2014 12:58 Paz, Lisa	San Antonio Pat Booker	6A	Bexar	Customer came to PDLC inquiring about Saturday EIC openings on behalf of an 80 y.o Veteran; the Veteran had an issue voting in the election with his current identification. Explained that currently, we are no longer open on Saturday, but encouraged them t	Had other form of ID	78148	DL Office	6 2/8/14
3/7/2014 7:57 Spencer, Lillian	Pflugerville DL Center	6B	Travis	Customer met qualification for EIC but did not have the document to prove his citizenship with him. Stated he would return with documents but did not.	General Information	78660	DL Office	10 3/6/14
2/28/2014 16:38 Pitre, Laura	Baytown	2B	Harris	renewal info	General Information	77520	DL Office	9 2/28/14
2/8/2014 10:53 Palkin, Lisa	Leon Valley DL Center	6A	Bexar	renewal info	General Information	78240	DL Office	6 2/8/14
2/8/2014 11:06 Palkin, Lisa	Leon Valley DL Center	6A	Bexar	renewal	General Information	78240	DL Office	6 2/8/14
2/8/2014 11:21 Palkin, Lisa	Leon Valley DL Center	6A	Bexar	renewal	General Information	78240	DL Office	6 2/8/14
2/8/2014 11:26 Palkin, Lisa	Leon Valley DL Center	6A	Bexar	CDL exams	General Information	78240	DL Office	6 2/8/14
2/8/2014 11:52 Palkin, Lisa	Leon Valley DL Center	6A	Bexar	questions	General Information	78240	DL Office	6 2/8/14
2/8/2014 12:03 Palkin, Lisa	Leon Valley DL Center	6A	Bexar		General Information	78240	DL Office	6 2/8/14

2/8/2014 12:06	Palkin, Lisa	Leon Valley DL Center	6A	Bexar	address change	General Information	78240	DL Office	6	2/8/14
2/8/2014 12:22	Palkin, Lisa	Leon Valley DL Center	6A	Bexar	online payment	Had other form of ID	78240	DL Office	6	2/8/14
2/8/2014 13:59	Palkin, Lisa	Leon Valley DL Center	6A	Bexar	learners dl	Had other form of ID	78240	DL Office	6	2/8/14
3/1/2014 10:29	Palkin, Lisa	Leon Valley DL Center	6A	Bexar	lost items	General Information	78240	DL Office	9	3/1/14
3/1/2014 10:30	Palkin, Lisa	Leon Valley DL Center	6A	Bexar	lost license plate	General Information	78240	DL Office	9	3/1/14
3/1/2014 10:33	Palkin, Lisa	Leon Valley DL Center	6A	Bexar	lost license	General Information	78240	DL Office	9	3/1/14
3/1/2014 10:41	Palkin, Lisa	Leon Valley DL Center	6A	Bexar	wanted permit	General Information	78240	DL Office	9	3/1/14
3/1/2014 11:06	Palkin, Lisa	Leon Valley DL Center	6A	Bexar	surcharges	General Information	78240	DL Office	9	3/1/14
3/1/2014 11:10	Palkin, Lisa	Leon Valley DL Center	6A	Bexar	surcharges	General Information	78240	DL Office	9	3/1/14
3/1/2014 11:42	Palkin, Lisa	Leon Valley DL Center	6A	Bexar	ADE	General Information	78240	DL Office	9	3/1/14
3/1/2014 12:38	Palkin, Lisa	Leon Valley DL Center	6A	Bexar	ade driver license	General Information	78240	DL Office	9	3/1/14
3/1/2014 12:48	Palkin, Lisa	Leon Valley DL Center	6A	Bexar	active military oodl	General Information	78240	DL Office	9	3/1/14
3/1/2014 12:50	Palkin, Lisa	Leon Valley DL Center	6A	Bexar	walk in for renewal	General Information	78240	DL Office	9	3/1/14
3/1/2014 12:51	Palkin, Lisa	Leon Valley DL Center	6A	Bexar	DL books walk-in	General Information	78240	DL Office	9	3/1/14
3/1/2014 13:43	Palkin, Lisa	Leon Valley DL Center	6A	Bexar	DL books	General Information	78240	DL Office	9	3/1/14
3/1/2014 13:55	Palkin, Lisa	Leon Valley DL Center	6A	Bexar	renewal	General Information	78240	DL Office	9	3/1/14
Customer called and wanted to know what were the id cards a person can get if they dont have a dl or id and cannot afford one										
2/12/2014 14:25	Torres, Laura	Humble	2B	Harris	advised caller that would be EIC. This is not for identification purposes, its only used for voting	General Information	77338	DL Contact Center	7	2/12/14
2/10/2014 14:19	Williams, Loretha	Houston - Tidwell	2B	Harris	Customer had an expired DL and elected to return during normal business hours to renew his driver license.	Had other form of ID	77029	DL Office	6	2/6/14
2/24/2014 7:43	Derokey, Mona	Weslaco	3	Hidalgo	CUSTOMER WANTED INFORMATION AS TO WHO IS ELIGIBLE TO OBTAIN AN ELECTION CARD AND WHAT IS THE PROCESS.	General Information	78596	DL Office	8	2/22/14
2/25/2014 15:32	Petersen, Dain	Weslaco	3	Hidalgo	CUSTOMER LOST HER ID THAT HAD AN INDEF EXP DATE. SHE WAS INFORMED SHE COULD APPLY FOR AN ELECTION CARD BUT WOULD HAVE TO CANCEL HER ID. CUSTOMER CHOSED TO GET A DUPLICATE OF HER ID.	Had other form of ID	78596	DL Office	9	2/24/14
4/29/2014 11:07	Guerra, Margarita	Weslaco	3	Hidalgo	Two customers walked in and asked why the office was open	General Information	78596	DL Office	18	4/29/14
2/15/2014 13:52	Gutierrez, Monique	Weslaco	3	Hidalgo	1. Didn't present valid birth certificate 2. Question regarding driving appointment 3. Question on driver license renewal	General Information	78596	DL Office	7	2/15/14
2/22/2014 13:52	Gutierrez, Monique	Edinburg	3	Hidalgo	Applicant inquired on obtaining an Election Certificate, but he had a current driving permit.	General Information	78542	DL Office	8	2/22/14
2/25/2014 15:32	Petersen, Dain	Edinburg	3	Hidalgo	RICHARD GRAVES INQUIRED ABOUT ELECTION CERTIFICATE. HE DID NOT MEET ID POLICY AS HE DID NOT HAVE A BIRTH CERTIFICATE.	Had other form of ID	78542	DL Office	7	2/14/14
2/24/2014 15:58	Ruiz, Melba	Alice	3	Jim Wells	Did not have birth certificate	General Information	78332	DL Office	9	2/24/14
2/18/2014 13:18	Carlstrom, Nils	Fort Worth	1B	Tarrant	Name of Customer: Betina-Sari Ochoa Garcia	Had other form of ID	76133	DL Office	8	2/18/14
3/11/2014 15:56	Carlstrom, Nils	Fort Worth	1B	Tarrant	TX ID No.: 24619713	Doesn't meet ID Policy	76133	DL Office	11	3/11/14
2/19/2014 10:39	Camarillo, Norma	Crystal City	3	Zavala	Customer inquired for an EIC; after record search, customer did have a TX ID in the system that was expired over the 60 days. However, she did not have the requi	Chose to get ID	78839	DL Office	8	2/19/14

Name of Customer Inquiring: Martina Delgado Name of Customer's Son: Herman Delgado, Jr. DOB: 04/30/1993			Today, April 16th, at 3:10 p.m., Mrs. Martina Delgado visited our office to inquire only on the requirements necessary to apply for an EIC for her CUSTOMER CAME TO THE WESLACO DRIVER LICENSE OFFICE INQUIRING ON HOW TO REGISTER TO VOTE. THEY INQUIRED ON THE ELECTION CERTIFICATE REQUIREMENTS. THE APPLICANT HAD A TEXAS ID.			General Information			DL Office			16 4/16/14		
4/16/2014 15:34 Camarillo, Norma			MOBILE EIC UNIT WAS SET UP AT THE UNIVERSITY OF PAN AM FROM THE WESLACO OFFICE. HAD 8 INQUIRIES FOR GENERAL INFORMATION ON VOTING OR VOTER CARDS AND INFORMATION ON EIC.			General Information			DL Office			7 2/10/14		
2/10/2014 14:08 Delgado, Noemi			ALL APPLICANTS HAD A DL/ID.			General Information			DL Office			8 2/18/14		
2/25/2014 15:32 Petersen, Dain			Applicant was inquiring about EIC. At this time she did not have all the required documents to issue the EIC. Applicant was missing the birth certificate.			Doesn't meet ID Policy			DL Office			8 2/20/14		
2/25/2014 15:33 Petersen, Dain			Phone inquiry for general information regarding issuance of an EIC			General Information			DL Office			7 2/13/14		
2/13/2014 16:56 Martinez, Naida						General Information			DL Office			7 2/14/14		
2/15/2014 10:22 McHolland-Ward, Nathan J						Had other form of ID			DL Office			7 2/15/14		
2/15/2014 10:27 McHolland-Ward, Nathan J						General Information			DL Office			7 2/15/14		
2/15/2014 11:55 McHolland-Ward, Nathan J						General Information			DL Office			7 2/15/14		
2/15/2014 12:16 McHolland-Ward, Nathan J						Had other form of ID			DL Office			8 2/22/14		
2/15/2014 13:13 McHolland-Ward, Nathan J						Chose to get ID			DL Office			9 3/1/14		
2/22/2014 12:25 McHolland-Ward, Nathan J						Doesn't meet ID Policy			DL Office			7 2/10/14		
3/1/2014 10:57 Thomas, Nancy (DLD)			Applicant came in for EIC, no birth certificate. Customer asked question about obtaining EIC. Answered question and directed them to DPS web site.			General Information			DL Contact Center					
2/10/2014 15:28 Davis, Petrice						Had other form of ID			DL Office			7 2/13/14		
2/25/2014 15:33 Petersen, Dain						Had other form of ID			DL Office			11 3/10/14		
3/10/2014 14:12 Lane, Priscilla						Had other form of ID			DL Contact Center			7 2/12/14		
2/12/2014 18:20 Salinas, Patricia H			CUSTOMER INQUIRED ABOUT ELECTION CARD. HE ALREADY HAD A VALID TX DL			General Information			DL Contact Center			10 3/4/14		
3/4/2014 11:42 Turnage, Pamela						General Information			DL Contact Center			10 3/4/14		
3/4/2014 11:43 Turnage, Pamela														
			Customer called to see if son could obtain an Election Card at the Weslaco DL office.											
			I advised yes.											
			Customer also asked if card would be received that day.											
3/4/2014 11:45 Turnage, Pamela			I advised no. However, son would receive a temporary EIC. I also advised that the card if fo Customer had TDCJ Immate card and Ss Card. I explained that the County Clerk would provide a birth certificate for proof of identity. I printed the information available on "How to Apply" and the gentleman was very upset that he did not have what he nee			General Information			DL Contact Center			10 3/4/14		
2/19/2014 13:26 Bolton, Ronna			Customer wanted a Voter Registration Card not an EIC. She misunderstood a comment she heard concerning what is needed in order to vote.			Doesn't meet ID Policy			DL Office			8 2/19/14		
2/15/2014 13:26 Cook, Richard (DLD)			Customer came in and wanted to get an election certificate because he had his license taken away. He did not have the money to apply for an ID card or replacement Driver License. I explained to him that if he wanted an Election Certificate that it would			Had other form of ID			DL Office			7 2/15/14		
4/10/2014 16:51 Beck, Rachel			A customer came into the office today and asked about the need for an EIC and was told that she did not need it because she had a current DL in the system.			Chose to get ID			DL Office			15 4/10/14		
2/15/2014 14:09 Meade, Kevin						Had other form of ID			DL Office			7 2/15/14		

2/22/2014 14:07 Meade, Kevin	Carrollton	1A	Dallas	Did not have all necessary documents to meet I.D. requirements. Will try to come back again later.	Doesn't meet ID Policy	75007	DL Office	8 2/22/14
2/22/2014 14:08 Meade, Kevin	Cedar Hill	1A	Dallas	Individual inquired but had a valid DL in the system.	Had other form of ID	75104	DL Office	8 2/22/14
2/22/2014 14:09 Meade, Kevin	Cedar Hill	1A	Dallas	Individual called the office to inquire on general information to get an EIC.	General Information	75104	DL Office	8 2/22/14
2/27/2014 8:46 Meade, Kevin	Dallas - East	1A	Dallas	After further discussions with the customer, the individual decided it would be best to have the ID instead of the EIC.	Chose to get ID	75218	DL Office	9 2/26/14
2/20/2014 18:11 Najjar, Ruben		3	Brooks	Customer (Jose Sanchez) did not have birth certificate or US Passport, therefore did not meet ID policy.	Doesn't meet ID Policy	78355	DL Mobile Station	8 2/20/14
2/20/2014 18:16 Najjar, Ruben		3	Brooks	Customer did not bring any documents with him.	Doesn't meet ID Policy	78355	DL Mobile Station	8 2/20/14
2/24/2014 15:28 Najjar, Ruben		3	BROOKS	CUSTOMER REQUESTED VOTING ID CARD BUT DID NOT MEET ID POLICY.	Doesn't meet ID Policy	78355	DL Mobile Station	8 2/21/14
2/24/2014 15:29 Najjar, Ruben		3	BROOKS	CUSTOMER REQUESTED VOTING ID CARD, HOWEVER DID NOT MEET ID POLICY.	Doesn't meet ID Policy	78355	DL Mobile Station	8 2/21/14
2/24/2014 15:31 Najjar, Ruben		3	BROOKS	CUSTOMER REQUESTED PHOTO ID FOR VOTING, BUT DID NOT MEET ID POLICY.	Doesn't meet ID Policy	78355	DL Mobile Station	8 2/21/14
2/27/2014 17:17 Rangel, Rosangelica		3			General Information			9 2/27/14
3/3/2014 17:11 Rangel, Rosangelica	Laredo	3	Webb	Customer came get information as how to get a EIC. Was missing documents so would be coming back.	General Information	78043	DL Office	10 3/3/14
2/25/2014 15:33 Petersen, Dain	Weslaco	3	Hidalgo	applicant was applying for a texas dl and inquired about obtaining an EIC as well. when explained he could use his DL to vote he opted to complete DL application process and not obtain and EIC	Chose to get ID	78596	DL Office	3 1/15/14
5/1/2014 14:18 West, Rachel	Cleburne	1B	Johnson	Information was conveyed along with directions to th	General Information	76033	DL Office	18 5/1/14
4/29/2014 17:38 Edwards, Sheila	El Paso - Gateway	4	El Paso	Customer came into the office to inquire about getting an EIC as a second form of identification. He did not qualify due to the fact that he has a valid Texas ID.	Had other form of ID	79915	DL Office	18 4/28/14
2/25/2014 15:33 Petersen, Dain	Mission	3	Hidalgo		Had other form of ID	78572	DL Office	7 2/13/14
2/28/2014 8:33 Gonzalez, Sonia	Mission	3	Hidalgo		Doesn't meet ID Policy	78572	DL Office	9 2/28/14
2/14/2014 11:02 Gonzalez, San Juanita				I need to renew my ID to vote.	General Information		DL Contact Center	7 2/14/14
				can apply for an EIC in the DPS office				
2/21/2014 11:34 Hernandez, Suzanna				Roxanne Martinez from Webb Co elections office 956-523-4048				8 2/21/14
2/10/2014 16:51 Nuncio, Samantha				Q: How can we determine if the paper temporary permit is authentic from the DL office? A few customers had temps with blue signatures and some in red from the Laredo office.	General Information		DL Contact Center	7 2/10/14
2/27/2014 9:21 Nuncio, Samantha				A: Typically they are	General Information		DL Contact Center	9 2/27/14
2/25/2014 15:33 Petersen, Dain	Mission	3	Hidalgo	CUSTOMER ASKED QUESTION ABOUT OBTAINING EIC.	General Information	78572	DL Office	7 2/14/14
2/25/2014 15:33 Petersen, Dain	Mission	3	Hidalgo	CAN MY BROTHER GET AN EIC IF HE DOESNT HAVE A VALID ID RIGHT NOW FOR VOTING?	General Information	78572	DL Office	7 2/15/14
3/1/2014 13:47 Obregon, Susana	Mission	3	Hidalgo	Asked about getting one for his son	General Information	78572	DL Office	9 3/1/14
				Applicant came in to try to renew his DL. No EIC inquiries				
				No inquiries today				
				Karen Paris Williamson				
				DL#07853531				
				DL expired over two years				
2/19/2014 7:50 Phillips, Yvonne	Stephenville	1B	Erath	Did not have proper ID documents	Doesn't meet ID Policy	76401	DL Office	8 2/18/14
2/28/2014 16:33 Phillips, Yvonne	Cleburne	1B	Johnson	Had DL on file and waiting for occupational license. Opted for identification card	Had other form of ID	76033		9 2/28/14
				REGION 3				
				UVALDE DL OFFICE				
3/4/2014 15:21 Petersen, Dain	Uvalde	3	Uvalde	PERSON CALLED TO INQUIRE ABOUT EIC ON BEHALF OF ANOTHER PERSON. HOWEVER, AFTER	Had other form of ID	78801	DL Office	10 3/4/14
2/18/2014 13:17 Turner, Shelli	Austin - South Congress	6B	Travis	REVIEWING REQUIREMENTS, ETC. PERSON JUST NEEDED TO REPLACE THEIR DL.	Had other form of ID	78745	DL Office	8 2/18/14
2/28/2014 13:55 Turner, Shelli	Austin - South Congress	6B	Travis		Had other form of ID	78745	DL Office	9 2/28/14

Christopher Munoz came into the office with his father seeking to obtain an Election Certificate. During a search in DLS, it was discovered that he had a Texas identification card valid until 2018 and was not eligible for an EIC. Customer's father became	San Antonio - District	6A	Bexar	78223	Had other form of ID	DL Office	9 2/27/14
		2B	TRINITY	75862	Had other form of ID	DL Mobile Station	8 2/19/14
		2B	TRINITY	75862	Doesn't meet ID Policy	DL Mobile Station	8 2/19/14
		2B	TRINITY	75862	Had other form of ID	DL Mobile Station	8 2/19/14
		2B	TRINITY	75862	Doesn't meet ID Policy	DL Mobile Station	8 2/19/14
		2B	TRINITY	75862	General Information	DL Mobile Station	8 2/20/14
		2B	TRINITY	75862	Had other form of ID	DL Mobile Station	8 2/20/14
		2B	TRINITY	75862	Doesn't meet ID Policy	DL Mobile Station	8 2/20/14
		2B	TRINITY	75862	Doesn't meet ID Policy	DL Mobile Station	8 2/20/14
		2B	TRINITY	75862	Doesn't meet ID Policy	DL Mobile Station	8 2/20/14
		2B	TRINITY	75862	Doesn't meet ID Policy	DL Mobile Station	8 2/20/14
		2B	TRINITY	75862	Doesn't meet ID Policy	DL Mobile Station	8 2/20/14
		2B	TRINITY	75862	Doesn't meet ID Policy	DL Mobile Station	8 2/20/14
		2B	TRINITY	75862	Doesn't meet ID Policy	DL Mobile Station	8 2/20/14
		2B	TRINITY	75862	Doesn't meet ID Policy	DL Mobile Station	8 2/20/14
		2B	TRINITY	75862	Doesn't meet ID Policy	DL Mobile Station	8 2/20/14
		2B	TRINITY	75862	Doesn't meet ID Policy	DL Mobile Station	8 2/20/14
		2B	TRINITY	75862	Doesn't meet ID Policy	DL Mobile Station	8 2/20/14
		2B	TRINITY	75862	Doesn't meet ID Policy	DL Mobile Station	8 2/20/14
		2B	TRINITY	75862	Doesn't meet ID Policy	DL Mobile Station	8 2/20/14
		2B	TRINITY	75862	Doesn't meet ID Policy	DL Mobile Station	8 2/20/14
ALREADY HAD ID ONLY BROUGHT 2 ID DOCS NEEDED 1 SUPPORTING AND MARRIAGE CERT NO DOCUMENTS HAD DL NO DOCUMENTS NEEDED 2 DOCS WAS MISSING MARRIAGE/DIVORCE CERTS. HAD ID, NEED DUPLICATE NEEDED 2 MORE ID DOCS ALREADY HAS DL Had a valid Texas DL (17728276) expiration date 2016. Had valid Driver License No Inquiries/Issuances for Region 5A06 Today at 4:15pm we had an applicant for and Election Identification Certificate come into the Tyler office. The applicants name was Gore, Lucille Amanda DOB 02/05/1981. She was not eligible for the EIC because she had no birth certificate and only one su customer requested voter ID card, but had military ID and voter registration card. CUSTOMER ALREADY HAS A VALID TEXAS IDENTIFICATION CARD. Asked about the EIC program. Asked what an EIC was. Customer had a valid US Passport, and therefore did not qualify for a EIC. Applicant came in to apply for an election certificate. He only had an expired TXDL (exp 12/13) and the hospital birth certificate. He stated that he no longer wishes to drive and only need identification to vote. He stated he would return with the certif Customer came in asking about how to obtain EIC for her parents. They do not hold passports, valid Texas IDs or DLs. She asked for 10 applications as she has church members interested as well. She stated they would probably be in to get the IDs to vote in cust presented photo copy of birth certificate Mother and son came into DPS asking about a EIC. They had all the documents ready for a regular TX ID, except, that on the birth cert. the son's last name was incorrect and they were waiting for the new birth cert to arrive from Austin. Advised them the	Lake Worth	1B	Tarrant	76135	Had other form of ID	DL Office	7 2/14/14
		2A	Austin	77418	Had other form of ID	DL Mobile Station	8 2/20/14
		5	Wichita Falls	76306	Had other form of ID	DL Office	7 2/11/14
		1A	Smith	75707	Doesn't meet ID Policy	DL Office	10 3/7/14
		6B	McLennan	76705	Had other form of ID	DL Office	10 3/3/14
		3	Webb	78043	Had other form of ID	DL Office	9 2/27/14
		1B	Tarrant	76053	Had other form of ID	DL Office	7 2/15/14
		1B	Tarrant	76053	Had other form of ID	DL Office	9 3/1/14
		1B	Tarrant	76053	General Information	DL Office	9 3/1/14
		1B	Tarrant	76053	General Information	DL Office	9 3/1/14
		1B	Tarrant	76053	General Information	DL Office	9 3/1/14
		6A	Bexar	78237	General Information	DL Mobile Station	9 2/26/14
		6A	Bexar	78240	General Information	DL Mobile Station	9 2/26/14
		6A	Bexar	78240	Had other form of ID	DL Office	14 4/3/14
		6A	Bexar	78148	Doesn't meet ID Policy	DL Office	8 2/18/14
		6A	Bexar	78148	Doesn't meet ID Policy	DL Office	8 2/18/14
		6A	Bexar	78148	Doesn't meet ID Policy	DL Office	8 2/18/14
		6A	Bexar	78148	Doesn't meet ID Policy	DL Office	8 2/18/14
		6A	Bexar	78148	Doesn't meet ID Policy	DL Office	8 2/18/14
		6A	Bexar	78148	Doesn't meet ID Policy	DL Office	8 2/18/14
2/27/2014 13:39 Waterman, Sandra 2/19/2014 18:26 Williams, Sirena 2/19/2014 18:27 Williams, Sirena 2/19/2014 18:28 Williams, Sirena 2/19/2014 18:29 Williams, Sirena 2/20/2014 18:51 Williams, Sirena 2/20/2014 18:52 Williams, Sirena 2/20/2014 18:53 Williams, Sirena 2/20/2014 18:54 Williams, Sirena 2/20/2014 18:55 Williams, Sirena 2/20/2014 18:56 Williams, Sirena 2/20/2014 18:57 Williams, Sirena 2/20/2014 18:58 Williams, Sirena 2/20/2014 18:59 Williams, Sirena 2/20/2014 19:00 Williams, Sirena 2/20/2014 19:01 Williams, Sirena 2/20/2014 19:02 Williams, Sirena 2/14/2014 12:07 Warren, Stephanie 2/27/2014 7:34 Carter, Thomas 2/11/2014 13:56 Gonzalez, Teresa	San Antonio - District	6A	Bexar	78223	Had other form of ID	DL Office	9 2/27/14
		2B	TRINITY	75862	Had other form of ID	DL Mobile Station	8 2/19/14
		2B	TRINITY	75862	Doesn't meet ID Policy	DL Mobile Station	8 2/19/14
		2B	TRINITY	75862	Had other form of ID	DL Mobile Station	8 2/19/14
		2B	TRINITY	75862	Doesn't meet ID Policy	DL Mobile Station	8 2/19/14
		2B	TRINITY	75862	General Information	DL Mobile Station	8 2/20/14
		2B	TRINITY	75862	Had other form of ID	DL Mobile Station	8 2/20/14
		2B	TRINITY	75862	Doesn't meet ID Policy	DL Mobile Station	8 2/20/14
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		2B	TRINITY	75862	Doesn't meet ID Policy	DL Mobile Station	8 2/19/14
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2/15/2014 12:33	Loaiza, Wilmer	Hurst	1B	Tarrant	General information inquired, Renewal of DL Customer inquired ID renewal. Applicant inquired for a duplicate DL renewal of license customer called to see what to take in with them for an elections certificate.	76053	DL Office	7	2/15/14
2/15/2014 12:33	Loaiza, Wilmer	Hurst	1B	Tarrant		76053	DL Office	7	2/15/14
2/15/2014 12:34	Loaiza, Wilmer	Hurst	1B	Tarrant		76053	DL Office	7	2/15/14
2/15/2014 12:35	Loaiza, Wilmer	Hurst	1B	Tarrant		76053	DL Office	7	2/15/14
2/22/2014 13:14	Loaiza, Wilmer	Hurst	1B	Tarrant		76053	DL Office	8	2/22/14
5/5/2014 11:45	Patrolia, Wendi	Hempstead Denver City	2A	Waller	General Information Chose to get ID Had other form of ID	77445	DL Customer Support	0	
2/14/2014 9:14	Schmidt, Wendy		5	Yoakum		79323	DL Office	7	2/12/14
2/21/2014 16:21	Anzures, Yesenia						DL Office	8	2/21/14
4/22/2014 9:21	Cardenas, Yvette				ONLY INQUIRED ON GENERAL INFORMATION ON HOW TO ACQUIRE AN EIC ID...YG16049 STATION		DL Office	0	
3/4/2014 15:18	Petersen, Dain	Eagle Pass	3	Maverick	413	78852	DL Office	10	3/3/14

4

From: Rodriguez, Tony
To: Barber, David; Bergman, Kathy; Berkley, Johnnie; Garcia, Joseph; Hubbard, Barbara; Hunter, Stephanie; Muniz, Barbara; Segundo, Carolina; Silva, Samuel; Carter, Thomas; Valdez, Tomas; Valenzuela, Estella; Wells, Charles; Winkley, Salestus
CC: Watkins, Paul; Bell, Stephen; Murphy, Kathleen
Sent: 8/28/2013 1:33:13 PM
Subject: EIC Reporting information Requirements

Folks,

EICs are becoming a big deal now and the information requirements are tightening up. Starting this Friday I will need the following information (which some of you have been providing) formatted as shown: **Date - Office Name (Station Number): Narrative**

Example:

8/23/2013 - Lubbock (Station 501): One person came into the Lubbock office for an EIC, however, he decided to get an identification card. No other inquiries were made.

The clearer you make this up front, the fewer follow-up phone calls we have to have.

v/r

Tony Rodriguez

Customer Operations Senior Manager – South and West
Driver License Division
Texas Department of Public Safety
tony.rodriguez@dps.texas.gov
512.424.5657 (O)
512.739.9709 (C)
512.424.5233 (F)

The Driver License Division is committed to quality and excellence in customer service. Please share your thoughts with us via our online customer service survey at: <http://www.survey.utexas.edu/txdps/>

